

Dear Secretary;

Thank you for the chance to give our view on this important issue. I have worked in a supervisory position on telemarketing promotions for Newspapers for the past six years in different states. The Newspaper promotions are only ran for a short period of time once a year. This offers the consumer the local paper.

We follow the present guide lines and try to be as polite as possible and still sell the Newspaper subscriptions. We hire high school and college students retirees and moms trying to help make ends meet. I make sure they handle the phones in a polite and professional manner. One thing that concerns me is the ruds and obscene responces that are sometimes given to the kids on the phone. IS there any way for the person contacted to be held responsible for their lack of courtset? I don't understand why a person needs to use four letter words and yell at a teenager. When all that's necessary is "No that You", or put my number on the no call list. Which we honor and keep updated.

All you hear on the media is the negative side of telemarketing, and how to protect the public against us. Newspapers count on a yearly promotions to help their circulation, and advertisers rely on the phone calls, the public could use some common sense. The busy mom home schooling should turn off the ringer on the phone or take it off the hook during school sessions (Just like you turn off the television during school or prayer). The same thing is true for dinner time

All my employees have realised the importance od courtsey after working only onw hour. We understand you would not call someone who is busy with school, or dinner, or sleeping, or sick, but we dont have a crystal ballll to let us know or we would not call. Our intent is to extend the opportunity to subscribe to the paper. Once we've canvased the area for about six weeks or less depending on the population in coverage area, we dont call for a year. WE try to reach each household only one time, but homes with multiple lines (mainline, business, kids, fax, coomputer) may recieve more that one call. Caller ID also can be a point of complaint, if no onw answer, we call again at a different time or date. Each attempted call is logged which annoys some people and they count these as contacts. The positive side is they know who we are and that we are legit because we call from the paper itsself and not as unknown numbers.

The national no call ist is a good idea, but it's not really efective. It is updated quarterly and people move and change their numbers or add lines every day. When someone askes us to take them off our calling list we try to confirm the number to make sure they dont have other numbers or that we did not make a mistake when dialing ther person just yells and hangs up without giving us the change. Not everybody reacts this wat, most are nice. The phone company assigns a special ring (ring master) for each member of the household that rolls over to different nubers which are notknown to the homeowner. In Oregon the verizon phone company was selling a package with a second line already active but the homeowner did not know. We contacted a nmber of people who said they had already been called and did not recognize the numbers we told them we dialed. We started asking if they had Verizon service and explained.

As a supervisor working with telemarketing on a daily basis I understnd the need to complain at some point. I do not appreciate the credit cards and long distance companies calling mulitple times a day every week to sell you the same service. They should be limited if each company we restricted to calling a number only once every six months or yearly that slows down the flood.

All the information I've read on the matter says that certain Businesses are exempt from the FCC laws but it nevers specifies which type. Where does the newspaper calling from its designed area of customers fall ? We have an existing beusiness relationship with almost everyone, wither they advertise, or place public announcements, or just buy the newspaper to be informed. Most newspapers set asude a small amount to be donated to a local charity chosen by the paper

when it sets up for the yearly campaign. Our readers like to help and some look forward to our calls. We out the announcement in the paper before we start calling.

I really like my job and it is rewarding to start young people off in the work force with their first job it gives them so much confidence and teaches good people and communication skills that will serve them in the future. Thank you again for asking for out point of view. I appreciate and consideration in this matter, and would also be greatful for any advice or answers to my questions. I hope to continue working in the telemarketing field.

Sincerely,
Janice Whittle